

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory February 2016

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

| Utility Code | Utility Name | Category | Subcategory | Count |
|-------------------------------------|--------------------------------|-------------------------|------------------------------------|------------|
| ELC917 | Commerce Energy, Inc. | Policy and Practices | Abusive Marketing | 1 |
| | | | Total ICs | 1 |
| ELC913 | Golden State Water Company | Billing | Other Charges | 1 |
| | | | Total ICs | 1 |
| ELC998 | Lancaster Choice Energy | Billing | High Bill | 2 |
| | | Policy and Practices | Abusive Marketing | 2 |
| | | | Total ICs | 4 |
| ELC39, GAS39, MUL39, STM39 | Pacific Gas & Electric Company | Billing | Backbilling | 1 |
| | | Billing | Bill Adjustment | 11 |
| | | Billing | Deposits | 2 |
| | | Billing | Disputed Customer of Record | 4 |
| | | Billing | Energy Diversion | 2 |
| | | Billing | Estimated Billing | 4 |
| | | Billing | High Bill | 45 |
| | | Billing | Master/Sub Meters (Mobile Homes) | 1 |
| | | Billing | Meter Inaccuracy | 1 |
| | | Billing | Meter Reading Issue | 1 |
| | | Billing | Other Charges | 2 |
| | | Billing | Payment Arrangements | 6 |
| | | Billing | Payment Error | 2 |
| | | Policy and Practices | Abusive Marketing | 15 |
| | | Policy and Practices | Safety | 6 |
| | | Policy and Practices | SMART METER | 1 |
| | | Public Purpose Programs | Net Energy Metering (NEM) | 8 |
| | | Service | Delayed Orders/Missed Appointments | 3 |
| | | Service | Disconnection Non Payment | 1 |
| | | Service | Outage | 2 |
| | | Service | Voltage Levels | 1 |
| | | | Total ICs | 119 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|---|------------------------------------|-------------------------|------------------------------------|-----------|
| ELC902, GAS902, MUL902, STM902 | San Diego Gas & Electric Company | Billing | Disputed Customer of Record | 1 |
| | | Billing | High Bill | 6 |
| | | Billing | Payment Arrangements | 1 |
| | | Public Purpose Programs | CARE Recertification | 1 |
| | | Service | Delayed Orders/Missed Appointments | 3 |
| | | Service | Disconnection Non Payment | 1 |
| | | Service | Refusal To Serve | 1 |
| | | | Total ICs | 14 |
| ELC338, GAS338, MUL338 | Southern California Edison Company | Billing | Bill Adjustment | 8 |
| | | Billing | Bill Not Received | 2 |
| | | Billing | Crossed Meter Billing | 1 |
| | | Billing | Deposits | 7 |
| | | Billing | Disputed Customer of Record | 6 |
| | | Billing | Estimated Billing | 2 |
| | | Billing | High Bill | 27 |
| | | Billing | Late Payment Charge - LPC | 1 |
| | | Billing | Master/Sub Meters (Mobile Homes) | 1 |
| | | Billing | Other Charges | 3 |
| | | Billing | Payment Arrangements | 2 |
| | | Policy and Practices | Safety | 2 |
| | | Public Purpose Programs | CARE Recertification | 1 |
| | | Public Purpose Programs | Net Energy Metering (NEM) | 2 |
| | | Service | Delayed Orders/Missed Appointments | 1 |
| | | Service | Disconnection Non Payment | 3 |
| | | Service | Outage | 6 |
| | | Service | Refusal To Serve | 2 |
| | | | Total ICs | 77 |
| GAS904 | Southern California Gas Company | Billing | Balance/Level Pay Plan | 1 |
| | | Billing | Bill Adjustment | 8 |
| | | Billing | Bill Not Received | 1 |
| | | Billing | Deposits | 1 |
| | | Billing | Energy Diversion | 1 |
| | | Billing | Estimated Billing | 8 |
| | | Billing | High Bill | 295 |
| | | Billing | Master/Sub Meters (Mobile Homes) | 1 |
| | | Billing | Meter Inaccuracy | 2 |
| | | Billing | Meter Reading Issue | 1 |
| | | Billing | Other Charges | 2 |
| | | Billing | Payment Arrangements | 1 |
| | | Billing | Payment Error | 1 |
| | | Policy and Practices | Abusive Marketing | 1 |
| | | Policy and Practices | Safety | 8 |
| | | Policy and Practices | SMART METER | 2 |
| | | Public Purpose Programs | CARE Recertification | 1 |
| | | Service | Delayed Orders/Missed Appointments | 15 |
| | | Service | Disconnected In Error | 2 |
| | | Service | Disconnection Non Payment | 6 |
| Service | Outage | 1 | | |
| | Total ICs | 359 | | |

| Utility Code | Utility Name | Category | Subcategory | Count |
|------------------------------------|---------------------------|----------|----------------------|------------|
| GAS905 | Southwest Gas Corporation | Billing | Deposits | 1 |
| | | Billing | High Bill | 19 |
| | | Billing | Payment Arrangements | 1 |
| | | | Total ICs | 21 |
| Total ICs Sent ¹ | | | | 596 |

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.